



# LINK SOUND SD



## USER MANUAL

**LINK SOUND SD User Manual**

Edition: April 2009

All specifications, information contained herein, hardware and software of the product are subject to change without prior notice.

**Caution:**

- Please read this manual thoroughly before operating the unit and retain it for future reference.
- To prevent fire or shock hazard, do not expose this unit to rain or moisture.
- To avoid electrical shock refer servicing of this product to the dealer from whom the purchase was made.
- No user serviceable parts inside.

**Static Discharge Warning:**

The discharge of electrostatic energy that accumulates on the surface of human body or other surfaces can disrupt the working of the unit or damage the electronic components inside the unit. Observe static safe procedures while handling, installing and maintaining the unit.

**Safety:**

This product has been tested to comply with the International Safety standards as per IEC60950 and the relevant Australian/New Zealand standards

**SPECIFICATIONS**

Power supply	Through wall adaptor; 9 VA.C, 1W
Internal memory	32 MB (Flash)
External memory	Through SD Card socket (supports SD cards up to 2GB capacity)
(Optional)	Both 8 $\Omega$ and 600 $\Omega$ available
Output	Provided on right side of unit
Volume control	USB 1.1 Full speed spec compliant
USB Port	Windows 2000, XP, Vista
O/S support	



## **Music On Hold – LINK SOUND SD**

Welcome to your LINK SOUND SD - a stand-alone USB MP3 music on hold player. The product plays on hold messages recorded in .mp3 format to callers put on hold in your business. The unit connects to the external music on hold port of any phone system. Updating the audio content is simple, just connect the unit to any computer running Windows 2000, XP or Vista OS, drag and drop the required MP3 file in to the unit's internal memory. Delete the old file and the unit starts playing the new content after the unit is unplugged from the PC.

If a SD card is also present in the unit, two removable disk drives will be shown when the unit is connected to the computer. Files may be copied into the SD card from the PC as with the Flash memory.

If any non-MP3 file is copied into the Flash memory of the unit or the SD card, the LINK SOUND SD automatically excludes such files while playing.

Low (8  $\Omega$ ) and High impedance (600  $\Omega$ ) outputs are available on the unit making it compatible with most phone systems.

### **Installation**

Unpack the unit from its shipping carton and check that all the materials have been received in good condition. Any damages or shortfalls must be reported immediately to the dealer from whom the purchase was made. Your LINK SOUND SD shipping carton must contain the following:

The LINK SOUND SD Unit  
Power Adaptor  
This User Manual  
USB Interface cable  
Audio Output cable  
SD Card (Optional)

The LINK SOUND SD may be wall mounted or kept on the tabletop. A suitable location should have a power socket close by and should



be easily accessible for any service or maintenance work. If you plan to mount the unit on the wall please follow the wall mounting instructions given below:

Use the paper template, provided with the unit, and secure two wood screws (Size 5 or 6) into the wall where you want to mount the unit. The distance between the centre points of the mounting screws should be 74 mm. The wall on which the unit is to be mounted should be strong enough to support the weight of the unit. Also make sure that the screws are driven securely into the wall. Then, hang the unit onto the screws.

Connect the appropriate 'Music Out' of the LINK SOUND SD to the 'Music In' of your phone system (refer your PBX manual for connection)

**Note:** The  $8\Omega$  and the  $600\Omega$  'Music Out' terminals should only be connected to the 'Music In' terminals of a PABX that has isolation from TNV circuits.

Insert the power adaptor into the power socket and insert the other end (Plug) into the power connector of the LINK SOUND SD. Switch 'ON' the power to the unit. The Red USB lamp blinks for 3 to 4 seconds checking for a USB connection and if no USB interface is detected, the unit enters the regular Play mode and the Green PLAY lamp starts blinking on and off once a second. When the unit is connected to the USB port of the PC, the Green PLAY lamp stops blinking and the Red USB lamp starts blinking.

Make a call to your phone system and put yourself on hold. The music / message should be heard clearly. If necessary, adjust the volume by adjusting the volume control provided on the unit for the most pleasing level.

### **Precautions:**

Please do not install the LINK SOUND SD where it would be subjected to:

- ▶ Direct sunlight, moisture or rain
- ▶ Heat sources, Radiators, Air Ducts etc.
- ▶ Draft from an air conditioner



- ▶ Excessive dust or corrosive fumes
- ▶ Mechanical shock or vibration
- ▶ In the vicinity of a communication tower

**Connecting the unit to the PC :** Apply power to the unit using the Power Adaptor supplied along with the unit and then connect the unit to the USB port on the PC with the USB interface cable supplied along with the unit. Wait for a few seconds for the PC to recognize the new device till the "Removable disk..." window pops up on the screen. When the unit is connected to the USB port of the PC, the Green PLAY lamp stops blinking and the Red USB lamp starts blinking. If an SD card is also present, then it will show up as 2 removable disk drives on the PC.

**Viewing the files in the unit :** Select the "Open folder" option to view the files currently existing in the unit. The unit is shipped with a generic music on hold content file and this would be displayed on the screen.

**Transferring audio content files into the unit :** You may copy and paste or drag and drop MP3 files into the LINK SOUND SD unit as you would with any other removable disk drive. The total memory space available in the unit and the remaining space available in the unit may be ascertained using the Windows Explorer.

**Unplugging the unit from the PC :** Double click on the USB Device icon in the system tray at the right hand bottom corner of the screen, select the STOP button, then press the OK button. The message box "Safe to remove Hardware" is displayed now and the unit may be safely unplugged. The Red USB lamp stops blinking and the Green PLAY lamp blinks indicating that the unit is playing the audio content.

**Note :** If the unit is unplugged from the PC without using the proper method as described above, it may result in corruption of the contents of the Flash memory and the SD card in the unit.



**Playing from internal (Flash) memory or SD card :** When the unit is playing a MP3 file present in its internal memory, to make the unit play a file stored on the SD card, first switch off the power to the unit, insert the SD card and switch on the power to the unit. The unit will automatically start playing the file from the SD card. The file present in the internal memory will not be played back.

To make the unit play a file stored on the internal memory, first switch off the power to the unit, remove the SD card and switch on the power to the unit. The unit will automatically start playing from the internal memory.

**Note:** To ensure that the data in the SD card and / or the Internal Memory is not corrupted, it is recommended that the power to the unit be always switched off before the SD card is either inserted or removed.

### **MP3 File sampling rates and durations :**

Sampling Rate	Approx. File size for 1 minute Play duration	Total playing time for 32MB memory	Total playing time for 1GB SD card (Approx.)
32 Kbps	235 Kbytes	135 minutes	68 hours
64 Kbps	460 Kbytes	68 minutes	34 hours
128 Kbps	900 Kbytes	35 minutes	17 hours

**Formatting the Memory / SD Card :** To Format the memory or SD Card, connect the unit to the USB port of your PC, wait for the PC to recognize the unit as a Removable Disk, select the device, right-click to show the options and select "Format" from the available options.

### **Trigger input and Track Selection**

LINK SOUND SD has a provision to start the message / music from the beginning every time the Trigger input is activated. The trigger accepts any potential free contact closure such as a switch. This is mainly used for kiosk applications. The LINK SOUND SD also has 4-



Way programmable switches to select tracks and different modes of playing. The table below shows the switch combination and action.

	SW1	SW2	SW3	SW4	ACTION
1	OFF	OFF	OFF	OFF	Plays all files from Mem. Or SD
2	ON	OFF	OFF	OFF	Play File 1 only
3	OFF	ON	OFF	OFF	Play File 2 only
4	OFF	OFF	ON	OFF	Play File 3 only
5	OFF	OFF	OFF	ON	Play File 4 only
6	ON	ON	OFF	OFF	Play File 1 & 2 only
7	ON	OFF	ON	OFF	Play File 1 & 3 only
8	ON	OFF	OFF	ON	Play File 1 & 4 only
9	OFF	ON	ON	OFF	Play File 2 & 3 only
10	OFF	ON	OFF	ON	Play File 2 & 4 only
11	OFF	OFF	ON	ON	Play File 3 & 4 only
12	ON	ON	ON	OFF	Play File 1 & 2 & 3 only
13	ON	ON	OFF	ON	Play File 1 & 2 & 4 only
14	OFF	ON	ON	ON	Play File 2 & 3 & 4 only
15	ON	OFF	ON	ON	Play File 1 & 3 & 4 only
16	ON	ON	ON	ON	Play File 1 & 2 & 3 & 4 only

Note : In (1) above, all the Files in the unit will play in a loop. If there are 10 Files, all the 10 Files will play in a loop. If only 3 Files are present, all 3 Files will play in a loop.  
In (16) above, even if there are more than 4 Files present in the unit, only the first 4 Files will play in a loop.

External Trigger: As soon as the trigger switch is closed momentarily, the unit starts playing the selected combination of Files from the beginning.

CE:

This product complies with the requirements of the following European Directives: The EMC Directive 89/336/EEC; the Low Voltage Directive 73/23/EEC, both amended by the Directive 93/68/EEC.